



Maj. Gen. Leslie Smith, Fort Leonard Wood post commander, visits the first baby born here in 2014. Joshua David Velazquez, born Jan. 2 at 3:52 a.m. at General Leonard Wood Army Community Hospital, measured 20.1 inches and weighed eight pounds, one ounce. Parents, Capt. Jeffrey and Joy Velazquez, were presented with gifts from the hospital's Mother Baby Unit staff, the Army and Air Force Exchange Service, and Morale, Welfare and Recreation during the traditional post commander visit. (Photo by John Brooks)

The enrollment window is open: Enroll today!

The enrollment window is open for TRICARE Prime (Active Duty, family members and retirees) and TRICARE Plus (65+) at General Leonard Wood Army Community Hospital and at the Ozark Family-Centered Medical Home satellite clinic, located in the City of Saint Robert's municipal building.

- **Cost** -No Co-Pays for visits or prescriptions.
- **Convenience** -Two full-service pharmacies, online appointment booking, increased communications with your Primary Care Manager/team.
- **Continuity of Care** -Averages 92% with care team, or 100% if you book an open appointment online with your PCM.

If you live under 30 minutes from the General Leonard Wood Army Community Hospital, call TRICARE at

- (877) 988-9378

If you live over 30 minutes from the General Leonard Wood Army Community Hospital, call our Enrollment Hotline:

- (573) 596-0418
- (573) 596-0727
- (573) 596-0462

Today's new Army Medicine system is designed to encourage caring teamwork. 'Patient-centered' 'team-based' 'medical homes' are all about providing a new softer Army "System For Health."

PX Pharmacy goes full-service Feb. 10

By John Brooks, General Leonard Wood Army Community Hospital

In an age of decreasing healthcare budgets and services, enrollees at the General Leonard Wood Army Community Hospital continue to experience increasing medical capabilities and options.

Starting Feb. 10, 2014, the PX Pharmacy is slated to accept written or faxed prescriptions from your doctor or healthcare team.

This increased "full-service" at the PX Pharmacy will allow enrollees here to choose from another full-service pharmacy, in addition to the Main Outpatient Pharmacy located in the hospital.

Forty-eight hour refill pickup will be available at both locations.

Those enrolled at Fort Leonard Wood's Ozark Family-Centered Medical Home satellite clinic, located in the Saint Robert municipal building, enjoy an integrated clinic pharmacy but can also now take advantage of a third pickup location.

Through continually looking at ways to decrease wait times at the main Pharmacy, innovative systems and procedures to increase both safety and services continue to be developed and implemented, said Stephanie Gilbert, assistant pharmacy chief.

"We've got your back and we're actively engaged with you, the patient Team Leader," said Gilbert. "We're committed to provide well-coordinated care to promote and optimize your health."

"That's how the Army's new Patient-Centered, team-based, "system for health" works—we're all on the same team," said Gilbert.

"Our staff is comprised of active duty, retirees and civilians who really care—and we recognize that we're all on the same team," said Gilbert. "We really care."

The PX Pharmacy hours will remain 9 a.m. to 6 p.m., Monday through Friday, upon going to full service.

Main Outpatient Pharmacy hours will continue from 7 a.m. to 6 p.m., Monday through Friday, and Saturdays from 8 a.m. to 5 p.m., closed from noon to 1 for lunch on Saturday.

"The PX Pharmacy was actually a full-service pharmacy a few years ago and our customers really loved it," said Gilbert. "We've been working hard to decrease wait times at the Main Outpatient Pharmacy for the last year and opening full service at the PX Pharmacy will even more dramatically decrease wait times."

"On Feb. 10, enjoy some shopping or a bite to eat instead of waiting for your number to be called," said Gilbert. "And as always, there is never a co-pay at either General Leonard Wood Army Community Hospital location."

(Editor's note: John Brooks is the marketing and public affairs officer at the General Leonard Wood Army Community Hospital)

Benefits of enrollment:

- The PX Pharmacy, along with the main outpatient hospital pharmacy, now offers full-service flexibility for prescription pickup.
- First-ever, civilian-contracted military Electronic Intensive Care Unit pilot program was awarded here to provide board-certified physician intensivists 24/7/365.
- Best Mother/Baby Unit customer service in the Army, annual award (awarded by the Army Surgeon General's Office, based on independent patient surveys).
- Continuity of Care: 92% with Care Team (100% if you book an open appointment with your PCM online!)
- Behavior Health access for all enrollees, including family members
- Local care: New state-of-the-art, first-of-its-kind eICU increases safety, quality and scope of Inpatient Care while reducing transfers
- Secure Messaging with your PCM and Care Team
- Online appointment booking
- PCMH with Nurse Case Management: The Army's new Patient-Centered Medical Home (PCMH), team-based care model provides coordinated care for both Inpatient and Outpatient services
- No Co-Pay
- FREE Health and Wellness classes
- FREE Nutrition Care coordination
- Recent extensive Operating Rooms and Emergency Room upgrades
- Retiree At Cost Hearing Program (RACHP)
- FREE school and sports physicals (not normally a covered benefit)
- FREE Immunizations
- TRICARE Prime Travel: Travel reimbursement over 100 miles one way
- Convenient lab and radiology services
- Convenient Parking
- Free Guest Wireless

MEDCOM ranks hospital here 1st for Outpatient Care, 3rd for Inpatient Care

By John Brooks, General Leonard Wood Army Community Hospital

General Leonard Wood Army Community Hospital was ranked first in Outpatient Care efficiency within MEDCOM recently.

"We're providing better quality at lower cost," explained Capt. Philip Kaberline, chief of Resource Management at General Leonard Wood Army Community Hospital.

But Inpatient Care here, currently ranked third by the MEDCOM study, could change dramatically with the addition of the hospital's Electronic Intensive Care Unit, launched for the care of Inpatients here Jan. 8, 2014.

"That's what we're expecting," said Kaberline.

The state-of-the-art eICU brings board-certified, experienced critical care doctors and nurses right into Intensive Care rooms here, electronically, and is the first-of-its-kind military-civilian partnership within DoD.

High-definition video and secure, real-time monitoring of vital signs, medications, test results, X-rays and other diagnostic information provide second and third-opinion care here that is typically only offered at much larger hospitals.

The eICU also prevents patient transfers to larger, distant hospitals in Columbia and Saint Louis.

"Often times, if your family member is in the ICU, you stay with them," said Col. Marie Dominguez, hospital commander.

"Now, family members can go home at night, sleep in their own bed, and know that if something happens they can be back here in 10 minutes vs. a two-and-a-half hour drive to Saint Louis," said Dominguez.

Top Outpatient and Inpatient Care is also reflected in increasing enrollment numbers here, aside from the MEDCOM evaluation.

"TRICARE Prime enrollment has increased over the last 12 months, leaving only about half of the vacancies available that we had here a year ago," said John Ingersoll, hospital Clinical Operations supervisor.

"We have 250 more spaces available to enroll here in TRICARE (Plus)—and we want these folks back," said Dominguez.

"We strive to ensure that our enrollees and potential enrollees are cared for using the most up-to-date equipment and procedures," said Ingersoll, "so filling these TRICARE Plus and TRICARE Prime vacancies is our focus."

"More so, you should enroll because we provide the very best care available here."

Don't miss your opportunity to enroll. Watch the mail for an invitation from the hospital commander, a benefits flier, and an enrollment form with a self-addressed envelope. Fill out the enrollment form and drop it in the mail.

"Enrollment, or reenrollment, is easy," said Ingersoll, "and we're here to help. You can reach our Enrollment Support Team Hotline at (573) 596-0418/0727/0462 and we'll help you with the paperwork."

"If you're within 30 miles of the hospital, all you have to do is call TRICARE at (877) 988-9378," said Ingersoll.

"Closing this enrollment gap will allow us to retain, and continue to secure, our high standing in Army Medicine during this very-real era of the 'use it or lose it' healthcare budget mindset," said Ingersoll.

Cashing in on our new capabilities and services is reserved for those enrolled.

"You can't win if you don't play," said Ingersoll. "So, enroll today."

(Editor's note: John Brooks is the marketing and public affairs officer at the General Leonard Wood Army Community Hospital)

Electronic ICU touches-off new era of MEDCOM telemedicine here

By John Brooks, General Leonard Wood Army Community Hospital

A connection was made between General Leonard Wood Army Community Hospital's Intensive Care Unit and the electronic ICU at Arkansas' Baptist Health hospital Jan. 7.

The team from Little Rock drove all the way here battling the final throws of a cold winter storm to commemorate the connection of our eICU to their eICU.

Ironically, our staff could have just pushed the button without anyone battling the deadly storm, which is the point of having telemedicine capability.

But this first-of-its-kind military-civilian partnership within DoD was more than a monumental occasion.

This connection not only brought life to our eICU and this greater healthcare team partnership, but it will result in saving real lives at General Leonard Wood Army Community Hospital.

As the flurries wound down, the touch of a button spun up a warm, high-resolution smile from Jack Griebel, MD, Baptist Health eICU medical director, who greeted the group of staff and contractors gathered here for the system demonstration.

Hospital Commander, Col. Marie Dominguez, was quick to credit previous Hospital Commander, Col. Kirk Eggleston, with initiating telemedicine technology here, long before the button was pushed under her watch.

Today, this cutting edge technology translates new meaning from Army Medicine's "System For Health" and "team-based" care concepts.

It brings new life to new acronyms like "PCMH." We are now a "Patient-Centered Medical Home" in a more tangible way.

"Often times, if your family member is in the ICU, you stay with them," said Dominguez.

"Family members can go home at night, sleep in their own bed, and know that if something happens they can be back here in 10 minutes vs. a two-and-a-half hour drive to Saint Louis," said Dominguez.

"We're doing things here that our patients want," said Dominguez.

"We're listening," said John Ingersoll, Clinical Operations supervisor.

"We have 250 more spaces available to enroll here in TRICARE Plus—and we want these folks back," said Dominguez.

"Enrollment is easy: Just give TRICARE a call at (877) 988-9378, if you live within 30 minutes of the hospital, or call our Hotline at (573) 596-0418/0727/0462 and we'll help get you and your family members enrolled to access to all of the excellent new services we provide," said Ingersoll.

"This new eICU system provides a constant patient monitoring safety net, additional provider and nurse rounding, plus expert second medical opinion consultation," said Ingersoll.

Griebel demonstrated the ease at which patients can be examined using special high definition cameras to zoom in and out.

"The Baptist Health eICU care team can speak directly into our ICU rooms with nurses and physicians here," said Ingersoll.

The eICU care team has access to computer systems that contain the latest medical information for diagnosing and treating many conditions, according to Baptist Health.

High-speed data lines connect experienced critical care physicians and nurses over 200 miles away using real-time video. Computer monitors at both locations display of patients' vital signs, medications, blood test results, X-rays and other diagnostic information.

"The eICU is a very safe, highly integrated and choreographed project that establishes a long-distance, high-functioning and secure telemedicine connection with our critical care partners at Baptist Health," said Ingersoll.

In addition to its value to patients and staff here, "the e-ICU is well on its way to demonstrating highly effective care at a great value to the taxpayer," said Ingersoll.

"Our Information Management Department, Intensive Care Unit, Credentialing, Biomedical Services and Clinical Operations teams worked closely with counterparts at Baptist Health to deliver a higher capability than originally forecasted, completing the start-up phase 25% lower than projected cost," said Ingersoll.

Baptist Health is a, "regional center of critical care excellence and has been recognized for achievements in inpatient outcomes," said Ingersoll. "This service is truly value added for our patients and in line with new Army patient-centered care, and team-based protocols. We look forward to improved clinical outcomes through this partnership."

Watch your understanding unfold with an overview of our e-ICU system here at www.Facebook.com/GLWACH.

(Editor's note: John Brooks is the marketing and public affairs officer at the General Leonard Wood Army Community Hospital)

Internal Behavioral Health Consultant teaches helpful classes each Wednesday

A variety of helpful topics are discussed every Wednesday from 1-2 p.m. by our Internal Behavioral Health Consultant in the General Leonard Wood Army Community Hospital Patient Care Clinic Conference Room (north hospital wing conference room).

Hospital staff cares about your health and wellbeing.

These educational classes, for adult participants, include:

- Coping with Pain (1st Wednesday of each month)
- Mindfulness Meditation (2nd Wednesday of each month)
- Getting a Better Night's Sleep (3rd Wednesday of each month)
- Did I just think that? (Changing negative mood by increasing awareness of cognitive distortions; held on the 4th Wednesday of each month)

Please pre-register for classes by scheduling with the IBHC, Barbara Welch, ACSW, LCSW at the Family Practice Desk, or by calling the Family Practice clinic at 596-1765. Ask for the IBHC Scheduler, Ms. Susan King-Shoemaker, RN.

Internal Medicine patients may participate in these classes, and patients may repeat any or all classes if they desire.

New Dependent Behavioral Health Services

The General Leonard Wood Army Community Hospital Behavior Health Division is now serving the Active Duty dependent population of Fort Leonard Wood and the surrounding areas, enrolled at Ozark Family Centered Medical Home or General Leonard Wood Army Community Hospital, with our Behavior Health Service Line.

We are happy to offer outpatient (counseling and medication management) and inpatient services for adult dependents, outpatient services for children and adolescents ages six and under, and walk-in services for all.

Clinic hours are 7:30 a.m. to 4:30 p.m., Monday through Friday.

As we enhance our care, and with the utilization of the Behavior Health Data Portal (automated patient check-in intake), we ask that everyone please arrive approximately 20 minutes early for all scheduled appointments. On behalf of General Leonard Wood Army Community Hospital, we would like to take this opportunity to welcome the Active Duty dependent population of Fort Leonard Wood and the surrounding areas, enrolled at Ozark Family Centered Medical Home or General Leonard Wood Army Community Hospital, to our Behavior Health Service Line clinic.

We are happy to offer outpatient (counseling and medication management) and inpatient services for adult dependents, outpatient services for (age six and older) children & adolescents, and walk-in services for all.

Clinic hours are 7:30 a.m. to 4:30 p.m., Monday through Friday.

As we enhance our care, and with the utilization of the Behavior Health Data Portal (automated patient check-in intake), we ask that everyone please arrive approximately 20 minutes early for all scheduled appointments.

TRICARE Prime: visit this link for more information:

<http://www.tricare.mil/prime/>

TRICARE Prime is a managed care option available in the U.S. in [Prime Service AreasGeographic areas in the United States where TRICARE Prime is offered. Prime Service Areas were created to ensure medical readiness of the active duty force by augmenting the capability and capacity of military hospitals and clinics. Prime Service Areas were also built around the Base Realignment and Closure \(BRAC\) sites.](#)

- [Enrollment](#) is required; some beneficiaries pay annual enrollment fees.

- Meets requirements for [minimum essential coverage](#) under the Affordable Care Act.

Additional Prime options available for active duty service members and their families include:

- [TRICARE Prime Remote](#)
- [TRICARE Prime Overseas](#)
- [TRICARE Prime Remote Overseas](#)

Eligible Beneficiaries

- Active duty service members and their families
- Retired service members and their families*
- Activated National Guard/Reserve members and their families
- Non-activated National Guard/Reserve members and their families who qualify for care under the Transitional Assistance Management Program
- Retired National Guard/Reserve members (age 60 and receiving retired pay) and their families*
- Survivors
- Medal of Honor recipients and their families
- Qualified former spouses

TRICARE Plus: visit this link for more information: <http://www.tricare.mil/plus/>

TRICARE Plus is a program that allows beneficiaries who normally are only able to get care at military hospitals and clinics on a space-available basis, to enroll at the military hospital or clinic for primary care only.

- TRICARE Plus is only available at some military hospitals and clinics
- The local Commander may limit enrollment to specific categories of beneficiaries.

Contact a military hospital or clinic near you to see if TRICARE Plus is offered and if you can participate. Enrollment into TRICARE Plus at one military facility does not automatically extend TRICARE Plus enrollment to another.

TRICARE Plus alone doesn't provide the [minimum essential coverage](#) you're required to have under the Affordable Care Act.

- If you enroll in TRICARE Plus and you're only eligible for care at the military hospital or clinic where you're enrolled, you don't have minimum essential coverage.
- If you have TRICARE Plus in addition to TRICARE Standard or TRICARE For Life, then you have minimum essential coverage under TRICARE Standard or TRICARE For Life.

Eligible Beneficiaries

Enrollment in TRICARE Plus is available to:

- Dependent parents
- Dependent parents-in-law
- Beneficiaries using any of the following health plan options:
 - TRICARE Standard and Extra
 - TRICARE Standard Overseas
 - TRICARE For Life

TRICARE Plus is not available to beneficiaries enrolled in a TRICARE Prime option, a civilian HMO, or Medicare HMO.

Surgical weight loss information and support group

With your health and safety in mind, hospital staff will now be hosting a monthly class and support group for patients, families, friends or anyone interested in knowing more about surgical weight loss.

Classes are held monthly, on the third Wednesday, at 5:00 p.m. in the MEDDAC Classroom, located in the hospital's south wing on the main floor.

Various surgical weight loss procedures are discussed as well as nutrition and psychological aspects involved in, preceding, and following these procedures.

No registration or referral is required. For more information, please contact your PCM team or just come to meeting.

More cutting-edge capabilities at General Leonard Wood Army Community Hospital

- Best Mother/Baby Unit customer service in the Army, annual award (Awarded by the Army Surgeon General's Office, based on independent patient surveys)
 - Best customer service in the Army at the Ozark Family-Centered Medical Home satellite clinic, two months in a row (based on independent patient Army Provider Level Satisfaction Surveys)
 - Only Army facility in DoD to receive the annual coveted DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery
 - Independent national Joint Commission re-accreditation—high marks and for “taking care of patients exceptionally well” and “going above and beyond the standards,” according to one inspector.
-

Winter Weather Appointment Policy and Guidelines

General Leonard Wood Army Community Hospital follows Fort Leonard Wood in weather guidance and will close outpatient clinical services whenever access to the base is restricted by reporting delays or early releases of employees.

Despite adverse weather conditions, hospital emergency and inpatient services are always open to provide health care.

Closure decisions are made based on safety. We ask that patients consider clinic delays or closures before departing for appointments when the weather and/or road conditions are poor.

Patients should take the following steps during potentially inclement weather:

1. **Confirm whether the hospital is open or experiencing clinic delays or closures.**

- Check the installation Snow and Ice Removal Report (SNAIR) automated line at 563-4141 or visit the installation website at <http://www.wood.army.mil/snair/snair.pdf> to read the current SNAIR report. The SNAIR report is intended to inform the public of installation roadway conditions and closures during inclement weather.

- Check the hospital Facebook page for new announcements often at www.Facebook.com/GLWACH.

- Local radio or TV stations typically maintain up-to-date information on our closures. Check the SNAIR report for a current list of these stations.

- Contact the hospital appointment line at (573) 596-1490 or (866) 299-4234 and listen to the opening announcement which will advise of any clinic closures or delayed starts.

2. Support the rescheduling policy.

In the event clinic delays or closures, the hospital will work diligently to ensure timely access to care as follows:

- Delays in the daily opening of clinics: Patients will be contacted to reschedule appointments. If care is urgently needed (same day) patients may call the appointment line to coordinate an urgent visit.

- Early Closure: Patients will be contacted to reschedule at earliest possible time. If urgent care is needed, call the appointment line to see if acute capability is available. Patients already at the clinic or hospital should check-in with the head nurse to ensure care needs are met or coordinated.

- All day closure: Patients will be contacted to reschedule at the earliest possible time. If care is urgently needed, patients may contact the appointment line to see if acute capability will be available that day. Patients with emergent needs may report to the Emergency Department.

- Emergency Room services are always available here.

3. Provide feedback and engage.

General Leonard Wood Army Community Hospital is committed to providing beneficiaries access to care and will give priority assignment to all patients' appointments affected by weather closure.

This policy, however doesn't meet all needs all the time, and active patient participation is a necessary part of successful health care.

Patients are encouraged to use the 24/7 information services listed above to heighten situational awareness and plan ahead.

If you experience unique needs, engage and communicate.

For more information, contact the Clinical Support Division at usarmy.leonardwood.medcom-glwach.list.csd@mail.mil or at (573) 596-0727 or 596-0451.

Can your child attend a medical appointment without you?

Family members, 18 years or older, are able to attend medical appointments without a parent, according to Missouri statute 431.061.

General Leonard Wood Army Community Hospital follows this Missouri statute.

But there are some cases of exception in which a minor (under 18 years of age) may attend an appointment without the parent.

These include:

- Pregnancy (excluding abortions)
- Venereal disease

- Drug or substance abuse

For more information regarding this Missouri statute, visit <http://www.moga.mo.gov/statutes/C400-499/4310000061.HTM>.

Additionally, if the parent is unable to attend the appointment, we request that a legal guardian be in attendance. The guardian must bring a power of attorney, indicating that they are able to take care of the assigned patient's medical needs, to the appointment.

For questions or concerns, please contact your Patient-Centered Medical Home care team.

Patient-Centered Medical Home: "PCMH" Quality, Service and Access

Army Community Based Medical Homes are team-based and increase access to primary care, expand the definition of healthcare quality, and reinvigorate our commitment to customer service.

The Patient-Centered Medical Home healthcare model effectively addresses one of the biggest issues in the old military healthcare system: Continuity of Care. In addition, same-day appointments are made possible and facilitated through TRICARE On-Line.

With the PCMH team-based and patient-centered healthcare model, secure messaging allows you, the patient, and your own healthcare team, to communicate like never before.

PCMH QUALITY

Most healthcare systems don't engage their patients until the patient reaches out for care.

In the Community Based Medical Home, the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in care.

Each day begins with a "Huddle", where the day's care plans are reviewed and discussed prior to meeting with you.

Contributions to the huddle come from a multidisciplinary team including the patient's primary care manager, team nurses, nurse case managers, behavioral health professionals, clinical pharmacists and others.

When a patient receives care outside of the Community Based Medical Home, in the emergency room, hospital, or sub-specialist's office, the patient's care team ensures that care is coordinated and integrated into the comprehensive care plan.

This focus on comprehensive, proactive care, team communication, and coordination of care advances our commitment to patient safety and healthcare quality.

PCMH SERVICE

The Community Based Medical Home is committed to a higher level of customer service.

That higher level of customer service starts with same day service, giving you access to care when you need it.

From the way you are greeted when you enter or contact the clinic, to patient education, to your interaction with the healthcare team, we strive to build your trust in Army Medicine and make it easy for you to say that Army Healthcare is the best available.

In the Community Based Medical Home, you are an active partner in coordination, communication, and decision-making—you are the center of your own personal healthcare team. Every time you visit, you'll see familiar faces.

PCMH ACCESS

In a traditional healthcare setting, the only way to gain access to care is through a face-to-face visit between patient and healthcare provider.

We continue to believe that this encounter is the heart of the Community Based Medical Home experience.

The face-to-face encounter builds trust, improves communication, and lays the groundwork for providing continuous care by your personal healthcare team.

The Community Based Medical Home starts with the face-to-face encounter and expands from there.

Both patients and the healthcare team can take advantage of telephone and web-based communication to follow-up on health issues and concerns, share and update information, and coordinate care delivery.

In addition, we offer the opportunity for group visits, a coordinated interaction between the healthcare team and patients sharing the same condition.

Furthermore, you will have the option to interact with members of the extended care team such as pharmacists, behavioral health professionals, nurses, and others.

These expanded access options give patients more flexibility to manage their healthcare while ensuring access to the care they need.

"Green APLSS" significantly contribute to additional local funding

Did you know that "Excellent" and "Very Good" APLSS marks provide this hospital with significant additional funding?

This additional funding allows us to provide you with the high-quality, award-winning healthcare you enjoy here.

Negative responses on Army Provider Level Satisfaction Surveys (APLSS surveys) actually take money out of our local hospital budget, adversely affecting our ability to provide you with increasingly greater healthcare here.

If you have a suggestion, comment or complaint, we want to act upon it quickly for you. Please feel free to contact clinic or hospital leadership.

We're serious about caring for you and will work hard to resolve any problems that you encounter. You can also talk to a Patient Representative in room 123, located next to the main bank of elevators. It's their unique job to provide you instant, on-the-spot problem resolution.

If you're looking for a more anonymous way to communicate to installation and hospital leadership, please fill out an Interactive Customer Evaluation Comment card. You can even use the "ICE Machine" located near the Information Desk to complete one online.

Installation and Hospital commanders receive ICE reports daily and act upon them swiftly.

Local problem resolution is always much faster. APLSS surveys must travel all the way to the Office of the Surgeon General, and then be processed by computer, before we even find out that you've had a problem here.

So, next time you receive an APLSS survey in the mail, if we've earned positive marks, please indicate so and send it in.

Yes, we like green apples for their nutritional value--but we also like green APLSS (positive responses on APLSS surveys) for the increasingly greater healthcare they help facilitate here.

It's important to fill out and mail in the APLSS surveys you receive in the mail.

For more information, contact your Patient-Centered Medical Home healthcare team.

A softer system of Customer Service

By John D. Brooks, General Leonard Wood Army Community Hospital

Communication is hard, so the Army Medical Command is softening things up to meet today's challenges and focus priorities.

Army Medicine's new "system for health" is an overhaul of the old Army "health care" system. It provides new system components for more effective communications.

This new Patient-Centered Medical Home system for health takes extensive advantage of unique communications opportunities between patients and staff.

PCMH is team-based. The system facilitates and encourages opportunities for communication between team members. The provider, nurses, nursing assistants, pharmacists, behavior health personnel, administrative personnel, and the patient, all work together to meet the patient's needs.

"The team, working together and communicating, helps patients get complete care," said Col. Elizabeth Hersch, deputy commander for clinical services at General Leonard Wood Army Community Hospital.

"Communication is completely central to customer service," said Hersch.

"What I've found, when there have been concerns that have been raised to me, is that it's been about communication," said Hersch. "And so, through communication, Army Medicine has definitely improved its customer service."

PCMH provides improved communications through technology.

Patients and their PCMH team members can reach out to each other through the Internet using a secure messaging system.

"You can talk to your whole team online to ask questions, schedule appointments, get your refills," said Hersch.

"Today's new PCMH system for health is really focused on the patient, what the patient needs and wants, and what education we can give them," said Hersch. "Today it's one-stop shopping, as opposed to having to make separate appointments for different problems in the past."

Patient-centered, team-based medicine focuses on customer service.

"It's a warm handoff," said Hersch.

Patients are customers. They lead the charge in their own healthcare. And the PCMH patient-centered, team-based system for health allows both patient and staff to initiate and complete the circle of communication in new and effective ways.

"PCMH allows our staff, many of whom are former or retired military, or are health care team members, who care deeply about our military and their families, to reach out in a more friendly and familiar way," said Hersch.

"Staff members can now care for those they serve in more personal ways. Helping and guiding patients. This is how staff members originally imagined themselves performing the duties in their particular field of health care," said Hersch.

"Whether you're a patient or a staff member, PCMH encourages team interaction," said Hersch. "Good customer service is all about the communication."

(Editor's note: John Brooks is the marketing and public affairs officer at the General Leonard Wood Army Community Hospital)

TRICARE On-Line:

- New **TRICARE On-Line** info is posted on our Facebook page—please take a look!
- **Smartphone Apps** are available to access TRICARE Online
- Use your MyPay login to access **TRICARE On-Line** for best results
- There is a Tri-West story about TRICARE Prime fees changing on our Facebook page.
- www.TRICARE.mil or (877) 988-9378.

TRICARE Online provides secure access to online features for DoD beneficiaries receiving care through a Military Treatment Facility (MTF).



Appointment Center

Visit the Appointment Center to schedule, view, cancel, and receive up to three email and three text message reminders for both Primary Care and select self-referral specialty appointments on behalf of yourself, other adult family members (who have granted access), or minor children (under 18 years of age).



Secure Messaging

Secure Messaging is a system for you to communicate securely with your health care team. Please go to your respective service link to learn more about the Secure Messaging registration process. As we are rolling out Secure Messaging, all providers and their health care support teams may not be available. Please contact your Military Treatment Facility to see if your provider is online. Once registered, use the Secure Messaging link inside TOL to access your associated Patient Centered Medical Home (PCMH) website. Use your id and password to log in and begin communicating with your health care team.



Prescription Refill

Go to Prescription Refill (Rx) section to refill up to ten prescriptions for pick up at your local MTF pharmacy or check the status of your prescriptions. You can also access the TRICARE Mail Order Pharmacy [TMOP] website.



Health Risk Assessment

Use the Health Risk Assessment (HRA) feature to participate in automated, self-reported health information surveys. These assessments are the core of the MHS self-reporting strategy and help identify preventative health care needs and high-risk health behavior.



Blue Button

Use the Blue Button feature to securely view, download (pdf or text format), or print your personal health data including: your lab results, allergy profile, medication profile, problem lists, and encounter data.

To access these features, please log into TOL using your CAC, DS Logon or DFAS MyPay account. To learn more about DS Logon or obtain a DS Logon account, please visit the DEERS DoD Self-Service Access Center. To access general DoD beneficiary information, please visit www.tricare.mil.

Pharmacists are medication experts in your health care team

(Courtesy of the General Leonard Wood Army Community Hospital Pharmacy Division)

In the last quarter century, pharmacists have expanded their role in health care delivery systems.

And the pharmacists' role as a highly valued member within your personal healthcare team is highlighted under the Army's new Patient-Centered Medical Home "system for health."

They are medication experts who work to ensure your health and safety in today's team-based PCMH system for health.

They are also a member of your healthcare team's daily "huddle," where each patient's care plan is reviewed and discussed by the group prior to meeting with you during an appointment.

Contributions to the huddle come from a multidisciplinary team that includes the patient's primary care manager, team nurses, nurse case managers, behavioral health professionals, clinical pharmacists and others.

This focus on proactive and comprehensive care, and team communication, all works together for patient safety and healthcare quality.

What used to be a profession focused solely on preparing and dispensing medications, has evolved into a profession where pharmacists provide a wide range of patient-oriented services to maximize medication effectiveness.

These services include clinical services, with emphasis on diabetes, hypertension, cholesterol, anticoagulation, pain management, and asthma; as well as pharmacotherapy consultation with patients and their providers.

Pharmacists practice in a wide range of settings such as community pharmacies, hospitals, long-term care facilities, the pharmaceutical industry, mail service, managed care, academia, and government (Department of Defense, Department of Veterans Affairs, Indian Health Service and Public Health Service).

After six years of college, largely focused on medications and how they work, pharmacists are truly medication experts. This extensive training makes the pharmacist the most knowledgeable health care professional when it comes to medicines and their use.

In today's world, medicines have greater power to heal and improve the quality of life for millions of Americans.

But medicines can also do serious harm if not taken correctly.

The most expensive medication is the one that doesn't work, so choose your pharmacist as carefully as you choose your physician.

Our pharmacists know that a patient needs to choose a pharmacist that they feel at ease with. Your health is our primary focus.

As your pharmacist reaches out to discuss your medication and how to properly take it, take advantage of this time to ensure they have all the information they need to give you proper direction. Discuss all medications with them so that they can ensure your medications don't cause possible harmful drug interactions.

Ensure your pharmacist is aware of any allergies to certain drugs too.

The pharmacist can also discuss your medications' possible side effects, like what foods, drinks or activities should be avoided while on a medication, what you should do if you miss a dose, and a wide range of other helpful information.

The pharmacist is a key health care professional within your health care team who can ensure you achieve the best results from your medications.

The General Leonard Wood Army Community Hospital pharmacy employs 17 pharmacists and 29 pharmacy technicians.

This pharmacy staff dispenses 1,200 to 1,800 prescriptions per day in the outpatient pharmacies, 600 per day in the refill pharmacy, 300 per day in the inpatient pharmacy, and 1,500 per day at the Consolidated Troop Medical Clinic pharmacy.

We are here to help you with the safest and most effective pharmacy service possible.

We look forward to building a partnership with you, for your good health.

(Editor's note: The Pharmacy Division is located in the new north wing at General Leonard Wood Army Community Hospital)

For the most current news and information from the **General Leonard Wood Army Community Hospital**, visit [Facebook.com/GLWACH](https://www.facebook.com/GLWACH) or [GLWACH.AMEDD.army.mil](https://glwach.amedd.army.mil).
